Module Title:	Training and Support

Credits:	10

NFQ Level:	6

Module Delivered In	No Programmes

Teaching & Learning Strategies:	As well as traditional lectures students will undertake various laboratory exercises on training course design and technical support topics including preparing and making a sales presentation. They will be expected to participate in class discussions (including on-line discussions) on the materials covered therein.

Module Aim:	To provide the student with: The ability to design a training course suited to the specific needs of a customer. Knowledge of Technical Support services and processes The ability to provide support services using a variety of differing technologies.

Learning Outcomes
On successful completion of this module the learner should be able to:

LO1	Understand how a skill is learned
LO2	Plan an appropriate training course for a customer including trainee assessment.
LO3	Use a presentation graphics tool and an authoring tool;
LO4	Decide upon the most suitable method of staffing and supplying technical support for any given organisation
LO5	Understand and use the hardware and software for the provision of support facilities.

Pre-requisite learning
Module Recommendations *This is prior learning (or a practical skill) that is recommended before enrolment in this module.*
No recommendations listed
Incompatible Modules *These are modules which have learning outcomes that are too similar to the learning outcomes of this module.*
No incompatible modules listed
Co-requisite Modules
No Co-requisite modules listed
Requirements *This is prior learning (or a practical skill) that is mandatory before enrolment in this module is allowed.*
No requirements listed

Module Content & Assessment

Indicative Content

Training Course Design
Training, Learning and Education; The need for training; The Training Cycle and the stages involved. Training Needs Analysis. 5 A systematic approach to designing a training course. Defining aims. Defining learning objectives. Planning a Training Course. 5 Delivering a course. Presentations: Preparation; Delivery; Managing the group; Feedback. Delivery aids. 10 2 Learning Theory. Necessary conditions for effective learning. 3 Training Methods; Active (participatory) learning methods. Distance learning (CD based packages and e-learning). 7 Technology Based Learning; Experience in using an authoring tool e.g. Authorware) for courseware development 8 Assessment of Trained Personnel; Choice of assessment method; Experience in using an automated testing tool. 5 Technical Support

Introduction : Tool, Technologies and Techniques
Support environments and Processes. Internal processes, External processes, Help Desk Structures 5 Staff Skills. Skills required by Help Desk agent, Help Desk manager. Problem Resolution. 4 Support Tools. Call management packages, telephony and knowledge management tools. Electronic display boards. 5 Support Services Evaluation. Quantitative and Qualitative measurements. 5 Problem Resolution Software. Call Management Software. Knowledge Management Processes. Problem Resolution Methodologies: Text Search, Decision Trees, etc 7 Asset Management, Performance Management, Knowledge Management Software Licence Compliance. Inventory Software. Software Distribution. Metrics. 5 Support Hardware / Computer Telephony Integration. PBX, The use of ACD and IVR, Skills Based Routing, TAPI, Voice Recognition, VOIP. Web Support. Web site design for support services.

Assessment Breakdown	%
Continuous Assessment	50.00%
End of Module Formal Examination	50.00%

Continuous Assessment

Assessment Type	Assessment Description	Outcome addressed	% of total	Assessment Date
Other	Practical and written assessment in training course design	1,2,3	25.00	n/a
Other	Practical and written assessment in support	4,5	25.00	n/a

No Project

No Practical

End of Module Formal Examination

Assessment Type	Assessment Description	Outcome addressed	% of total	Assessment Date
Formal Exam	No Description	1,2,3,4,5	50.00	End-of-Semester

ITCarlow reserves the right to alter the nature and timings of assessment

Module Workload

Workload: Full Time		
Workload Type	*Frequency*	*Average Weekly Learner Workload*
Laboratory	30 Weeks per Stage	1.00
Lecture	30 Weeks per Stage	2.00
Estimated Learner Hours	30 Weeks per Stage	3.67
	Total Hours	200.00